



**KENYATTA UNIVERSITY**  
**SCHOOL OF ENGINEERING AND TECHNOLOGY**  
**DEPARTMENT OF COMPUTING AND INFORMATION TECHNOLOGY**  
**SERVICE DELIVERY CHARTER**

We are committed to courtesy and excellence in Service Delivery

<b>SERVICE RENDERED</b>	<b>REQUIREMENTS</b>	<b>CHARGES</b>	<b>TIMELINE</b>
Unit registration	<ul style="list-style-type: none"><li>• Student unit registration form</li><li>• Finance clearance</li></ul>	Free	1 week
Unit Adjustment	Unit adjustment form	Free	1 day
Confirmation of student unit registration data	Student ID	Free	1 day
Release of provisional results	Student ID	Free	1 week
Examination results queries	<ul style="list-style-type: none"><li>• Dully filled missing marks form</li><li>• Unit registration form</li></ul>	Free	1 week
Processing of post graduate proposal/thesis	Fulfillment of all requirements	Free	1 month
Recommendation/Introductory letter/Confirmation of unit covered	<ul style="list-style-type: none"><li>• Student ID</li><li>• Request letter</li></ul>	Free	1 day
Processing of credit waivers	Dully filled credit waiver forms	Free	1 week

Dr. Stephen Waithaka  
Chairman,  
Department of Computing & Information Technology